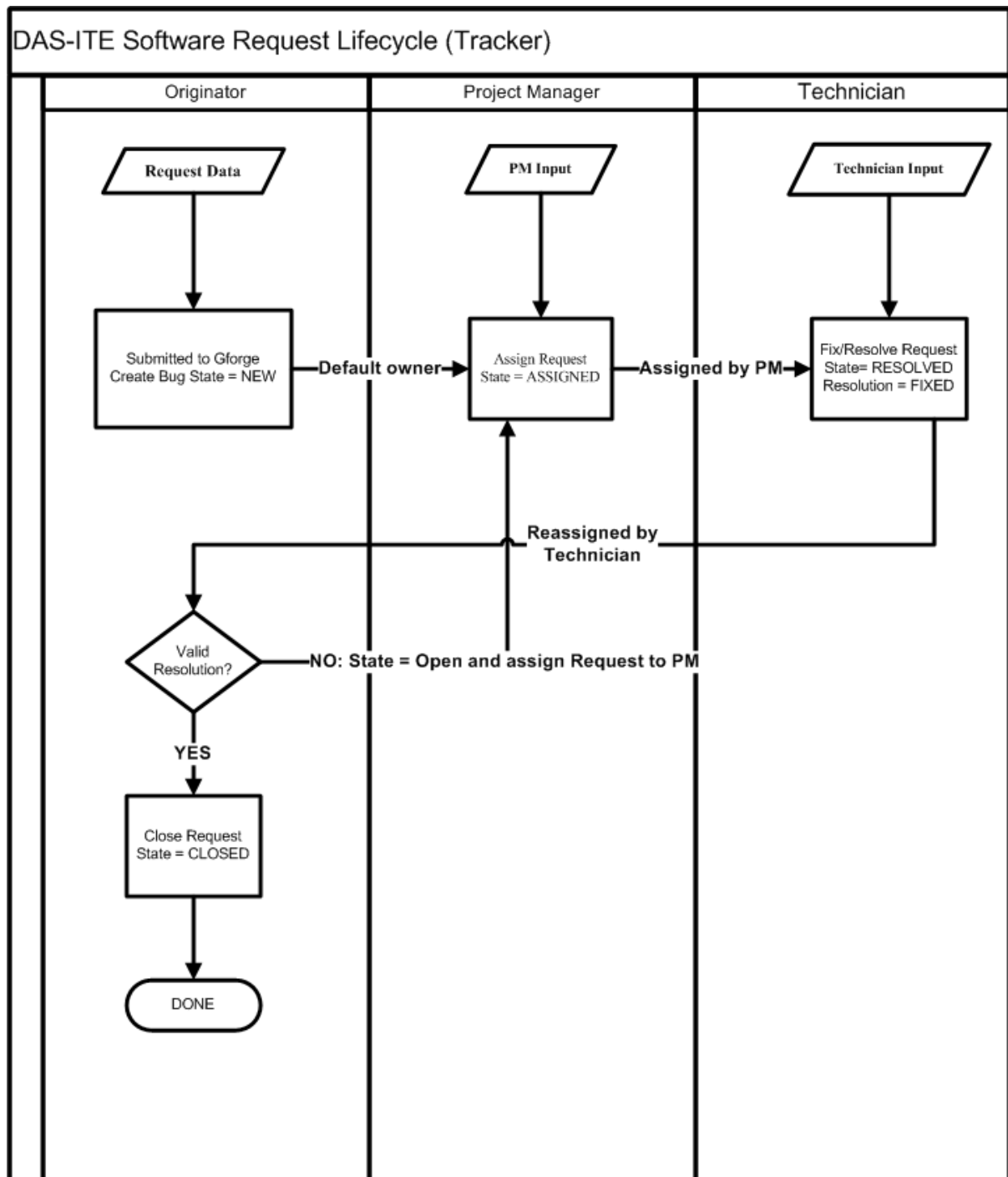# GForge Tracker

Mike Phillips
2014/07/01 10:26

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DAS-ITE Software Issue Lifecycle

DAS-ITE Software Request Lifecycle (Tracker)

Originator	Project Manager	Technician

Request Data

PM Input

Technician Input

Submitted to Gforge
Create Bug State = NEW

—Default owner→

Assign Request
State = ASSIGNED

—Assigned by PM→

Fix/Resolve Request
State= RESOLVED
Resolution = FIXED

Reassigned by Technician

Valid
Resolution?

—NO: State = Open and assign Request to PM

YES

Close Request
State = CLOSED

DONE

DAS-ITE Software Issue Lifecycle (Tracker)

The following are the steps of how a request is entered into Gforge and the process of getting the request closed.

   Listed on the Menu Item for a project is 'Tracker'. A Tracker item in Gforge can be Bugs, Support, Patches, or a Feature Request. The most commonly used in ITE is the Bug item. A new Tracker item can be entered by using the 'Tracker' menu and clicking on 'Bug' and then the 'Submit New' link.

1. A new Tracker item is entered by the Originator. The Originator is the person who found it who can be the Customer, a Tester, the Technician, or the Project Manager. The request items are found through the new enhancements requested

from the customer, from an existing application in production, or from the development and testing phase of a new project.

The Tracker Item Details are entered using the following:* **Target Milestone** - leave as 'None' as the Project Manager will set this later.

- **Severity** - leave as 'None' the Project Manager will set this later.
- **Version** - the Software version the request is based on if known, otherwise, leave blank.
- **URL** - if applicable, the URL to use to access the web page.
- **Assigned To** - Project Manager will set this later.
- **Summary** - includes the page name and summary of change being requested. An example, 'Claims Editor>Claims Received - NO Save confirmation message when saving Document Number', has the name of the page plus information of what is being requested to be changed or fixed. The example is requesting a confirmation message to be added on the form when the user saves a Document Number.
- **Detailed Description** - The description includes steps to reproduce the request from the test script or the steps of how to recreate the situation.

The detailed description for the above example looks like this:1. Double-click TEST Grants Icon, Grants Assistant Login pop-up displays.

1. User Name & Password text boxes, accept (default).
2. Click [OK] button, pop-up closes and Grants Assistant TEST IIS6 Screen 'Reminder' Main Pane displays.
3. Click 'Claims Editor' under 'Claims Processing' folder, Claims Editor screen displays.
4. Tree view - Click [+] plus node adjacent 'Claims Received', Claims Received expands list of program claims.
5. Click 'Adel, CIAC, January, VW', Program 'CIAC' claim information displays.
6. 'Document Number' Number textbox, enter "Test1".
7. Click [Save] toolbar button.
8. Notice NO Save confirmation message displays.
9. Expected 'Grants Assistant' pop-up message 'Changes have been saved.' to be displayed when clicking the [Save] button after the Document Number textbox value has been updated.

The description gives the System's response of what information is being displayed to the user with the steps #1-9 to duplicate what steps the user completed. The description also gives the expected Results in item #10 with what the user is expecting to see but doesn't see. A screenshot can also be attached to further clarify the reported request which is recommended.

- **Resolution** - leave as 'None' as the Project Manager will set.
- **Component –** if known, otherwise leave blank.
- **Priority –** leave at default, Project Manager will change if needed.
2. The Default Owner of the project, typically the Project Manager, is assigned the request once it has been submitted to Gforge.
3. The Project Manager meets with the customer to determine the priority of the requests and which ones are to be included in the next build. The Project Manager assigns the request to the technician (developer) to resolve. The Project Manager also set the Severity, Target Milestone, and Priority.
4. The technician can enter into the comment section any additional information is needed to resolve the request and assign back to the Originator or Project Manager. Once a request has been resolved, the technician will input into Gforge the description of the resolution, e.g. "Added pop-up message "Changes have been saved" or "Needed to add code to check whether the value in the dropdown was changed."

The most commonly used resolutions are the following:* The Resolution is changed to 'Fixed' and the State is set to 'Resolved' after the technician is finished.

- The Resolution is changed to 'Awaiting Response' if waiting for clarification or an answer to a question.
- The Resolution is changed to 'WorksForMe' if the technician is unable to reproduce the request.
5. The person designated with the role to review the requests determines whether it has a valid resolution. A project may have the Customer verify and close the requests or have the Tester verify and then the Customer to review and close the request. If the request does NOT have a valid resolution, it is assigned back to the Project Manager and the State is set to 'Open'.